



WILTSHIRE  
PENSION FUND



# Member Self Service

## What is it?

Online access to pension records emulating the Altair pension database

What can you do?

- ▶ See how much pension you are currently entitled to at retirement
- ▶ Make projections to see what you might get at a future retirement date
- ▶ Change your address (non-active members)
- ▶ Change your nominations for who you want to receive a death grant
- ▶ View your personal and employment details



# Member Self Service Risk and Security?

- ▶ Privacy Impact Assessment approved by Information Governance
- ▶ Aquila Heywood have
  - ▶ ISO 9001 (quality management systems), and;
  - ▶ ISO 27001 (information security standard) certification
- ▶ Member data held by Aquila Heywood in encrypted Oracle database. Connectivity to MSS provided via secure HTTPS networks
- ▶ Member access granted via a secure enrolment process
- ▶ Two factor log in - password and security questions
- ▶ Positive opt-in consent on enrolment and simple method to withdraw consent

# Member Self Service Benefits to Fund?

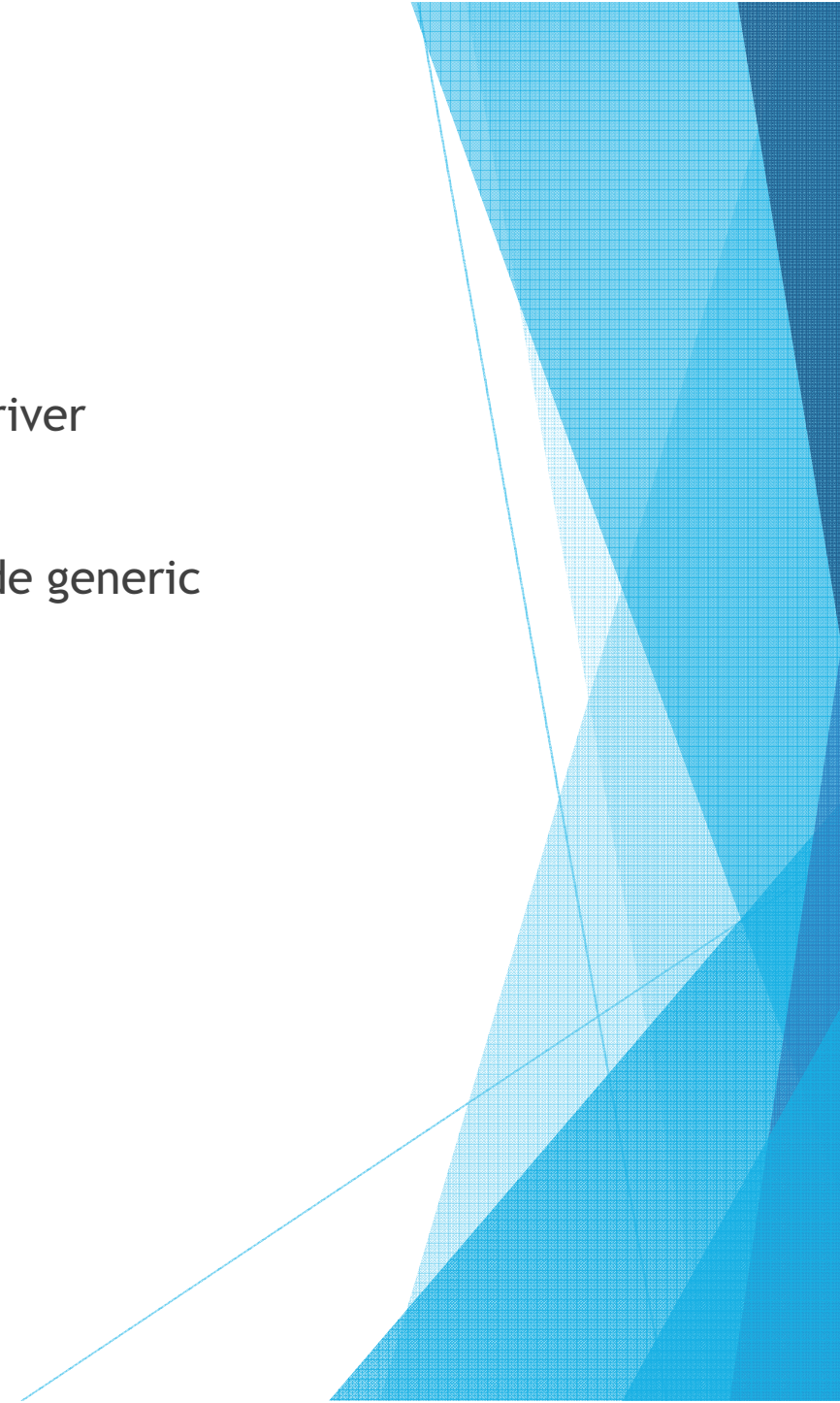
- ▶ Improved engagement with members
- ▶ Member engagement through hands-on understanding of calculations
- ▶ Expected reduction in cases received by Pensions Team
  - ▶ Change of Address
  - ▶ Nomination Updates
  - ▶ Retirement Projections



# Docmail

## What is it?

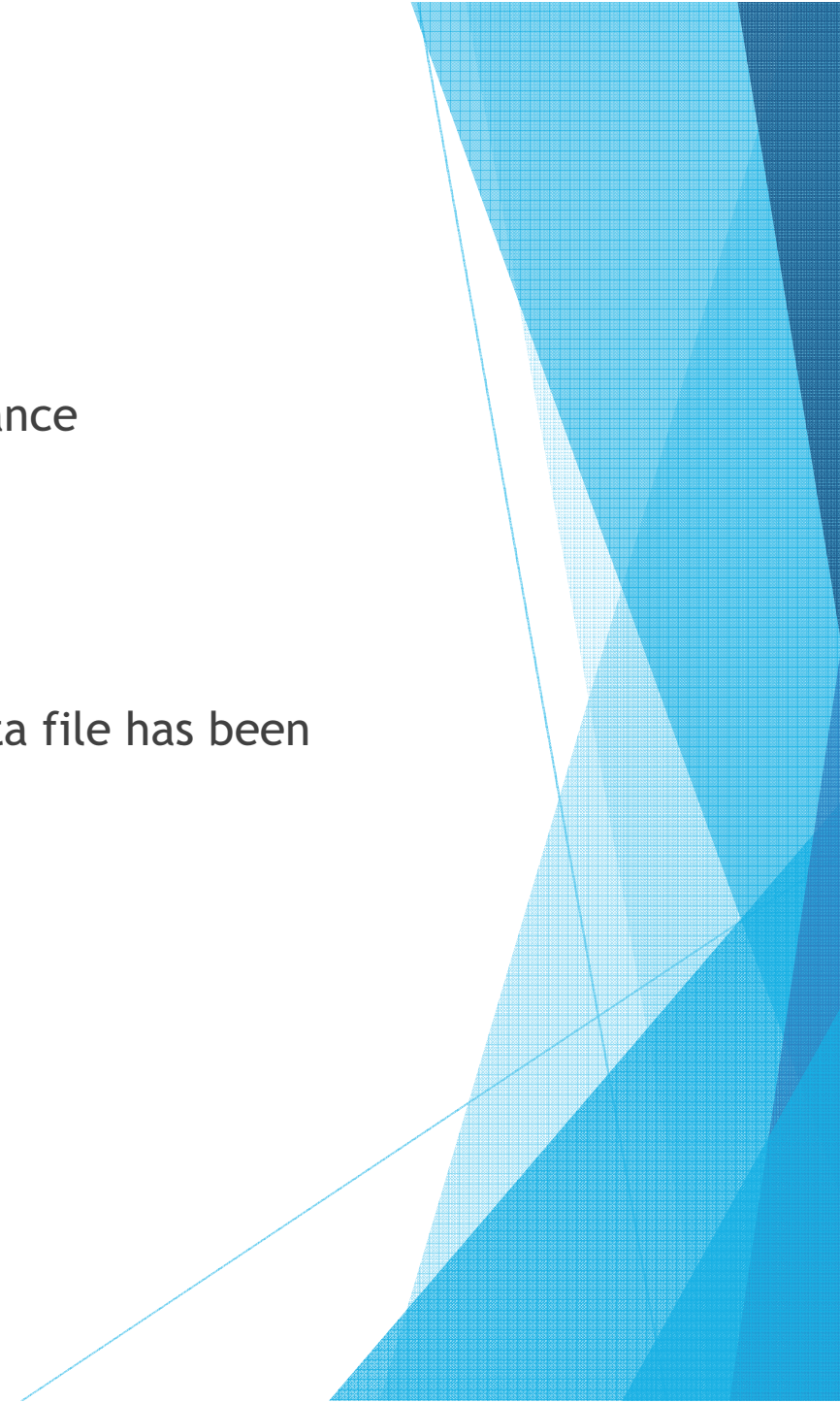
- ▶ Printing and posting letters offsite through an online print driver
- ▶ Individual and bulk printing capabilities
- ▶ Ability to set up profiles for different process types to include generic documents



# Docmail

## Risk and Security?

- ▶ Privacy Impact Assessment approved by Information Governance
- ▶ Docmail have
  - ▶ ISO 9001 (quality management systems), and;
  - ▶ ISO 27001 (information security standard) certification
- ▶ Documents held as a fully encrypted data file. Once the data file has been unencrypted the document is printed and deleted



# Docmail

## Benefits to Fund?

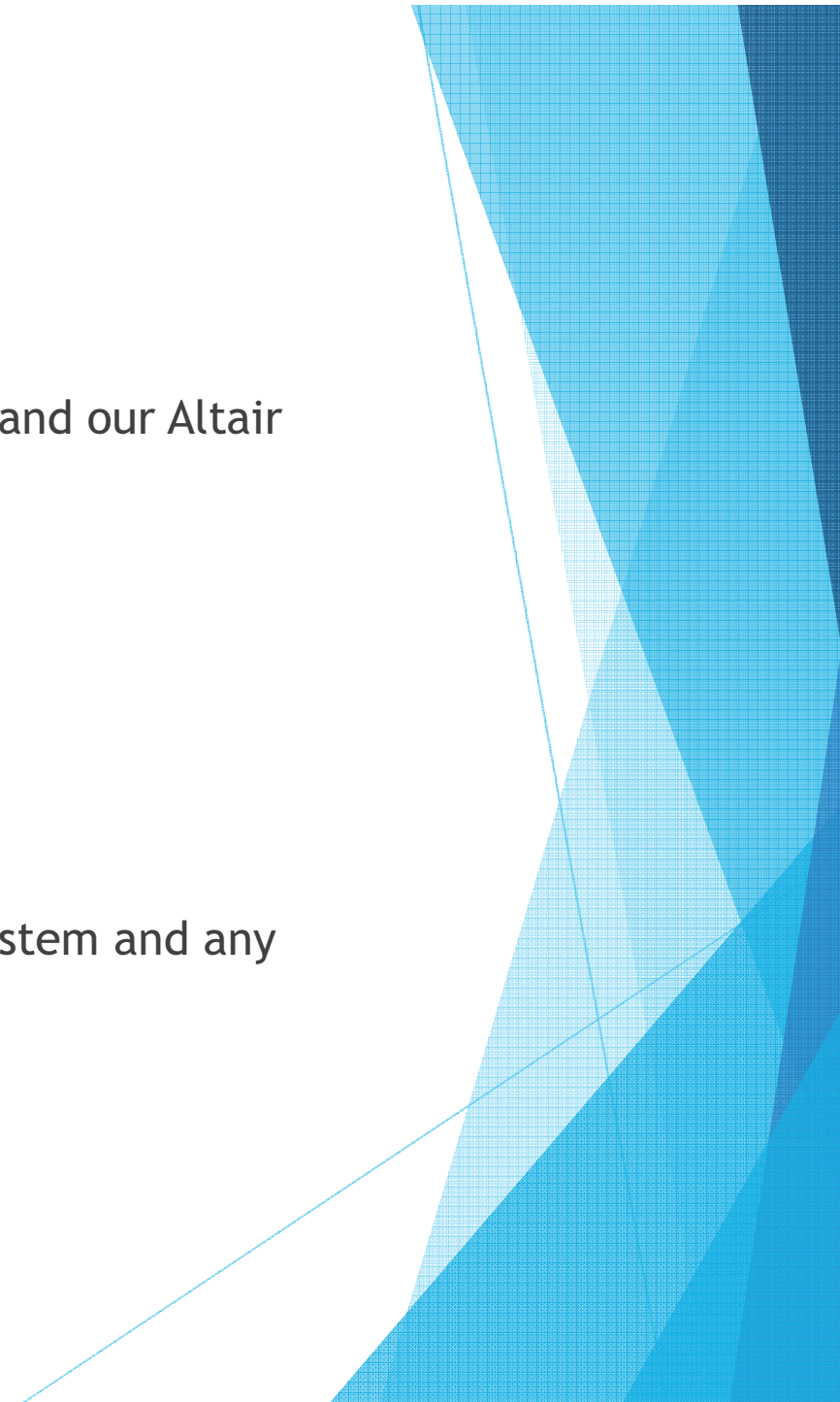
- ▶ No longer queueing for printers in office
- ▶ Reduction in time consuming, low level tasks, i.e. stuffing envelopes
- ▶ Improvements to working from home capabilities



# iConnect

## What is it?

- ▶ Data exchange portal between the employer payroll system and our Altair pension system
- ▶ 2 options for employers
  - ▶ **Smaller Employers**
    - Online returns
  - ▶ **Larger Employers**
    - Full CSV file comparison and upload
- ▶ Under both options the data will match the Altair pension system and any errors directed back to employer





# iConnect Risk and Security?

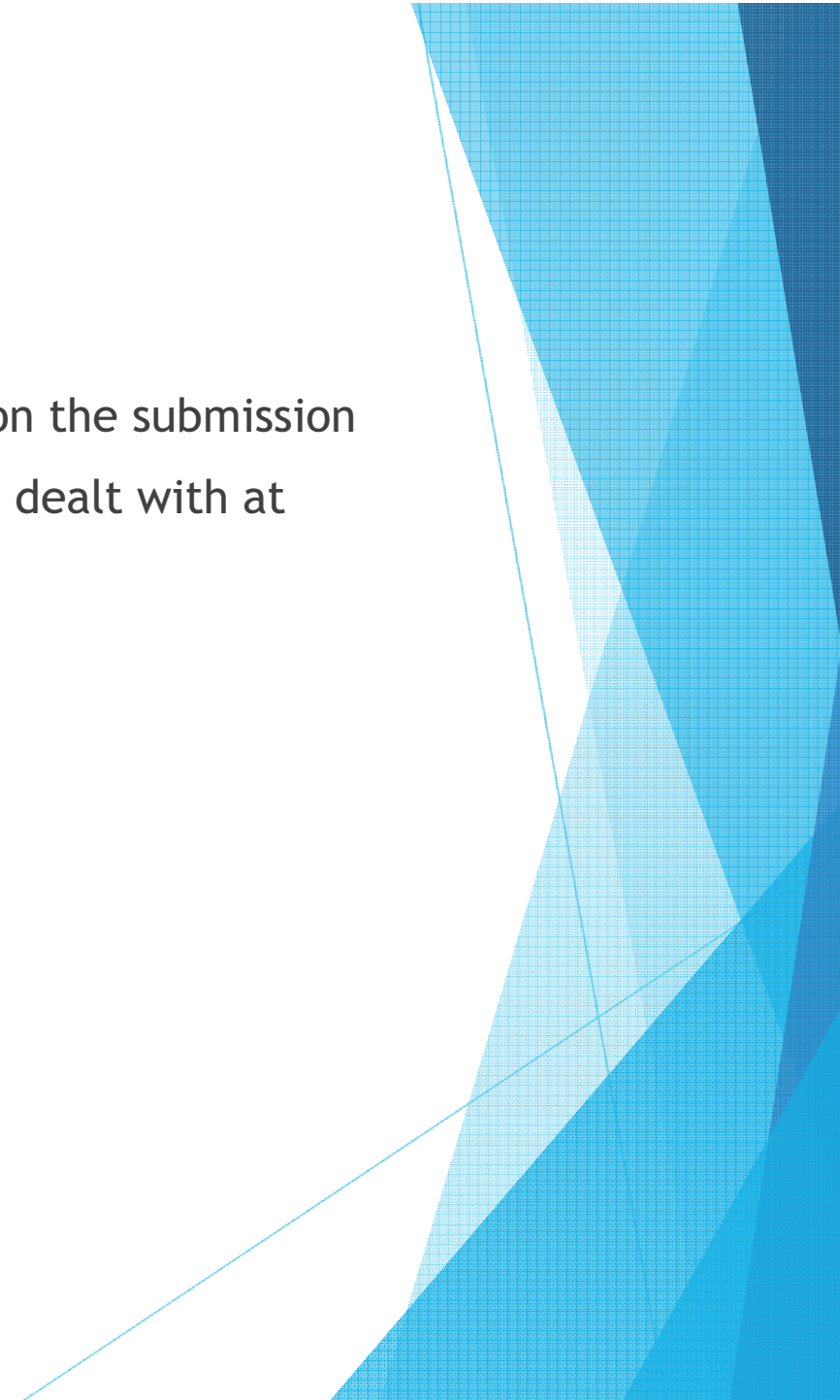
- ▶ Privacy Impact Assessment approved by Information Governance
- ▶ Aquila Heywood (iConnect) have
  - ▶ ISO 9001 (quality management systems), and;
  - ▶ ISO 27001 (information security standard) certification
- ▶ Highly secure data transfer
- ▶ With GDPR and the security of data, iConnect removes the risk involved with spreadsheets, files or forms



# iConnect

## Benefits to Fund?

- ▶ Reduction of forms - all new starters and leavers picked up on the submission
- ▶ Improved efficiency and lower maintenance with validations dealt with at time of submission (employer accountability)
- ▶ Increased accuracy of data and reduction of risk
- ▶ No end of year submission
- ▶ Improved governance and tPR compliancy



# Software Strategy

The various software initiatives are part of an overarching strategy focused in improvement. The aim being:

- ▶ To enable the implementation of a long term “Improvement Plan”
- ▶ To create integrated working practices across the department
- ▶ To improve performance reporting - Making it more reliable, accurate and timely (TPR & CIPFA requirements)
- ▶ To release officers from repetitive task
- ▶ To enable officers to address key areas. For example;
  - ▶ Management & training of our increasing sponsoring employer base
  - ▶ Change management created by regulatory changes
  - ▶ Raising the profile of Administration as a practice area e.g. moving from data cleaning to data quality monitoring

